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The purpose of this handbook is to provide you with important information you will require during your tenancy with **Kinew Housing Inc**. We have also included some helpful information regarding repairs and maintenance, living in your new home, and your community. We encourage you to read the entire handbook, and become familiar with its content.

This handbook is yours to keep, and we hope you will find it useful. Please keep it in a convenient location, and refer to it first whenever you have questions. At the back you will find a list of phone numbers you may need for various situations, as well as some important forms you will want to be familiar with.

If you need information not included in this handbook, call the Kinew office at **956-5093**, and someone will be able to help you.

ABOUT KINEW HOUSING

Kinew is the largest of several urban Aboriginal housing groups located in Winnipeg. Kinew was established in 1970 to provide affordable housing in the city for low-income Aboriginal families. We started with only a few houses, and helped establish a national urban Aboriginal housing policy for the Government of Canada.

In the early years, Kinew purchased older homes and renovated them. This not only provided housing, but also provided training and employment opportunities. Homes were purchased in different areas of the city in order to provide tenants with a variety of neighbourhood choices. Later on, newer homes were purchased in newer areas of the city.

While the federal government stopped funding social housing programs across Canada in 1993, Kinew continued to grow, recently building ten new homes as a pilot project. Today, Kinew has 407 housing units available for rent, with different types of properties ranging from one-bedroom apartments to six-bedroom houses. With the ongoing success of Kinew, we remain hopeful the federal government will return to funding new housing programs in future.

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SECTION 1: ABOUT YOUR TENANCY

YOUR NEW HOME

Welcome to your new home! We at Kinew are pleased to be able to provide you with a rental unit for you and your family.

Once you are given possession of your new home, you will be required to walk through the house and take note of any damage or broken items, and mark them down on the Condition Report. The Condition Report is described in more detail in the next section.

Your security deposit must be paid in full prior to receiving your keys. Keys will be available for your home the last day of the month before your tenancy begins. You will be required to sign for keys, and you will be responsible for the house after you have received the keys.

During your tenancy, you are responsible for paying your rent on time, and paying your own utilities. When you move in, you are required to call each utility (City of Winnipeg for water, and Manitoba Hydro for gas and electricity – phone numbers are located at the back of this handbook) with meter readings and to have the accounts set up in your name. Even those on direct billing with Employment and Income Assistance must call in to have accounts set up in their name. You will find information on how to read utility meters later in this handbook.

DESCRIPTION OF FORMS

Although Kinew is a private urban Aboriginal non-profit housing corporation, there are many guidelines from Manitoba Housing that we follow in order to ensure smooth administration of your tenancy. These guidelines include completing the following forms:

1. Tenancy Agreement/Lease

This form is provided by Kinew, and is to be completed when you first move in. It is a legal contract that states the responsibilities of Kinew as Landlord, and your responsibilities as Tenant. It contains important information regarding the terms of your tenancy, and rules and regulations. Once it is filled out, you will be given a copy of the Tenancy Agreement/Lease for your records. Please keep it in a convenient place along with this handbook, and any other forms you are required to fill out.

2. Condition Report

A Condition Report helps protect both Kinew and you as the Tenant, by documenting the condition of the house at the time you move in, and to make it easier to settle security deposit issues at the end of your tenancy. When you receive the keys to your new home, you will be provided with a Condition Report to fill out. Please note that no work orders for repairs to your home will be accepted until we have received the completed Condition Report.

When the Condition Report is completed, call the Tenant Liaison Officer at 944-8102 and they will pick it up and review it with you. Do not bring the Condition Report to the office. We will keep one copy for our files, and also give you a copy to keep. Then, when you move out, another Condition Report is filled out and compared to the first one.

During your tenancy, you are responsible for paying your own utilities. The Condition Report has a section for meter readings, so please write down the readings on the Condition Report at the time you take possession of your new home. Information on how to read utility meters is available later in this handbook.

If you have any questions regarding the Condition Report, reading meters, or utility accounts, please contact the Kinew office and someone will be able to help you.

3. Rent Calculation Form

If your rent is being subsidized, you are required to complete a Rent Calculation Form to determine the amount of subsidy. This form must be completed at the time you move in, and every year after. A new Rent Calculation Form must also be filled out anytime there are changes in your income or family size.

If changes are to be made to your rent, they must be done before the end of the current month in order to adjust the next month's rent. Changes cannot be made retroactive to previous months. An appointment is required to fill out your Rent Calculation Form. Appointment times are available from **Monday to Friday, between 9:00am and 12:00pm, or 1:30pm and 4:00pm**. Call Kinew to set up your appointment time.

You will be reminded by letter when this form is to be completed three months prior to your anniversary date, and the letter will indicate the necessary information you are to provide. If the Rent Calculation Form is not completed, your rent will be based on market values, in the range of $550 to $900. Please note that outstanding balances for rent or repairs will have to be paid before staff will finalize your Rent Calculation Form.

It is very important that Rent Calculation Forms are filled out accurately and completely. Failure to report your total household income, or to misrepresent your total household income, will be considered fraudulent activity. This may result in a rent increase being charged retroactively, or notice of termination issued. If you have questions about the Rent Calculation Form process, or about reporting your total household income, please contact the Kinew office.

In order to make changes to your Rent Calculation Form, you will be required to bring the following information to the Kinew office:

- If receiving EIA, you will need to provide a budget letter from EIA to Kinew showing dependants and spouse.
- If working full-time, you will need two recent pay stubs.
- If working part-time, you will need two months worth of pay stubs.
- Students will need to provide a budget sheet showing band sponsorship stating allowance rate (i.e. single rate, single with number of children, married with two dependants).
- Students receiving Canada Student Loans must provide a financial assistance statement.
- If you receive a pension, you will need payment stubs from Human Resources and Development. Phone 1-800-277-9914.
- If self-employed, you will need your last verified income tax return, or Notice of Assessment.
- All tenants will need their most recent Notice of Assessment from the Government of Canada. Phone 1-800-959-8281.

4. Employment and Income Assistance Rent Direct Form

Kinew requests that your rent be sent directly to Kinew from the Employment and Income Assistance office. Therefore, you will need to fill out an Employment and Income Assistance Form. This request form needs to be filled out at least once each year, and sent to your EIA worker.

5. Information Release Form for Utilities

Kinew requires all tenants to complete a Utility Information Release Form, which enables Kinew to access information regarding your account during your tenancy. This form will be provided by Kinew.

6. Notice to Vacate Rented Premises Form

When you want to vacate, notice must be given in writing to Kinew with one full month's notice. This written notice includes the date the notice is given, name and address, date you will be moving, and your signature. Please also include the reason you are moving. A sample copy of a Notice to Vacate Rented Premises form is located at the back of this handbook. Forms are available at the office. Please note that Kinew does not accept verbal notices to vacate. See 'Notice by Tenant' for further details.

RENTAL PAYMENTS

Rental payments are due on or before the first day of each month. Cash payments are not accepted at the Kinew office. The following methods of payment are accepted:

- Debit card – Payments by debit card can be made in person at Kinew.
- Tele-banking or Internet banking – Tenant will require the ability to conduct tele-banking or Internet banking through their regular banking institution, using an account number that Kinew will provide.
- Cheque or money order – Payments can be made by cheque or money order at the Kinew office, or by mail. Please note if your cheque is returned for any reason, there will be a $25 service fee charged. You will also receive a letter advising if it happens again, the only methods accepted will be debit card, certified cheque or money order.
- Post-dated cheques – You may provide post-dated cheques to Kinew at the start of your tenancy, dated for the 1st of each month.
- Employment and Income Assistance – Kinew requests that your rent be paid directly by EIA. You will be asked by Kinew to fill out the form described in the previous section.

Kinew reserves the rights to charge late fees as provided for in the Residential Tenancies Act.

If you choose to mail payments, please be sure to send it a few days before it is due, to ensure it arrives on time. If you send a money order, keep the receipt in case the payment gets lost in the mail. Rental payments can also be made in person at the Kinew office, between the hours of 9:00am and 4:30pm from Monday to Friday.

If you are unable to make a payment on time for any reason, it is your responsibility to notify Kinew immediately.

SECURITY DEPOSIT

At the start of your tenancy, you will be required to submit a security deposit. Your security deposit is kept by Kinew until the time you move out. In order to process the return of your security deposit within 14 days, we request that you do the following:

- Return all keys provided for your unit.
- Call in final meter readings to utility companies on the last day of your tenancy.
- Provide confirmation that your final water bill has been paid in full.

Please be aware that you may be charged for damages beyond normal wear and tear. This includes: missing light bulbs and shades, torn screens, broken windows, missing smoke alarms, etc. If keys are not returned, you will be charged for changing locks. All garbage and belongings must be removed from the house and appliances must be cleaned, or you will be charged a cleaning fee. The grass must also be cut and the yard left clean and free of garbage, furniture and other items.

When vacating a unit at the end of your tenancy, you must be completely moved by the last day of the month, or additional days will be charged to you. Once you have moved out, a final Condition Report is completed and compared to the one filled out at the time you moved in.

If you are charged any repair and replacement costs, or cleaning and maintenance fees, a completed security deposit form will be provided explaining the charges against your security deposit.

UTILITY PAYMENTS

During your tenancy with Kinew, you are responsible for paying your own utilities – water from the City of Winnipeg, and gas and electricity from Manitoba Hydro. When you move in, you are required to call each utility with current meter readings and have the accounts set up in your name – even for those on direct billing with Employment and Income Assistance.

Please note that if you do not set up your account and Kinew receives a utility bill for a new tenant, you will be sent a letter regarding the bill and requesting the name change on the account. The change will have to be made within a set amount of time, or Kinew may proceed with eviction action based on failing to maintain utilities in good standing.

If you have utility arrears we will receive a letter from the utility informing us of these arrears. You will be sent a warning letter reminding you that you must maintain the utilities in good standing. If disconnection of utility takes place you will receive a further letter of warning and a Notice of Termination for failing to maintain utilities.

Kinew will not call utility companies on behalf of tenants, to extend service for utilities when disconnection is being considered.

If you wish to have telephone service, Internet service, or cable television service during your tenancy, you will be responsible for calling the appropriate service provider and setting up an account in your name. All set-up costs and monthly fees are the responsibility of the Tenant.

TRANSFERS

Transfers from unit to unit are rare. However, Kinew has transferred families on previous occasion, in situations where family size has changed during tenancy – from a smaller to larger house, or a larger to smaller house – and an appropriate unit has been available.

If you feel you have a valid reason to request a transfer, please write a letter to Kinew explaining your reason, and provide letters from any assisting agencies. An inspection of your current unit will be done before your transfer will be considered, and any repairs required (due to the Tenant) must be completed or paid before the transfer can take place. Transfers will not be considered if the Tenant has any outstanding arrears due to either rent or damages.

OVER -HOUSED AND UNDER -HOUSED

When a family becomes too large or too small for the house they are in, they may be given notice to move because of over-housing or under-housing. If we have an available unit there is the possibility of transfer. The conditions of transfer above will apply. The notice issued will be a 90-day notice. When you receive this notice, please call the Tenant Liaison.

ADMINISTRATION FEE

During your tenancy, your living situation may change, and you may require that additional adults be added to or removed from the lease. Addition of an adult to your lease will require a separate application. Contact Kinew if you wish to change the number of adults on your lease.

Please note that we can remove someone from the lease if they request it in writing, if a restraining order is in place, or a new EIA budget sheet has been provided. Changes to lease must be approved by Kinew.

Please note that a change to your lease will be accepted one time, without any cost to you. An administration fee will be charged after the second change resulting from bringing an additional adult on the lease, or removing someone off the lease.

TENANT CONTENT INSURANCE

During your tenancy, Kinew retains insurance on the property itself – to protect for major repairs or replacement of the structure. However, this insurance only covers the structure, and does not cover your possessions within the structure. For example, if a fire, flood, or other disaster was to destroy the unit, or theft was to occur of your personal belongings, replacement of your possessions is not covered by Kinew's property insurance. It is solely your responsibility to insure your own possessions.

It is strongly recommended that tenants take out an insurance policy for their own possessions. This is called renter's insurance, and it is available through dozens of insurance companies in Winnipeg. As a consumer looking for insurance, you may want to contact more than one insurance company, as the insurance industry is very competitive and you have many choices. Find a company you are comfortable working with.

PETS

Kinew has a very firm policy on pets – no pets allowed. No exceptions.

PARKING

Parking at the apartments may be available. Should you require parking during your tenancy, please make this known when signing your lease. If there is a spot available, you will be designated a spot by Kinew at that time.

Please note that parking – by you or your guests – is not allowed in any spots not designated to you. Please respect that all other spots have been designated to other tenants, and must be left open at all times for those tenants.

Just as others may tow your vehicle from their designated parking spots, you can also have vehicles towed from your designated parking spot.

NOISE AND DISTURBANCES

Noise is often a matter of concern for neighbours. A noisy tenant may not be aware they are noisy. During your tenancy, we would like to request that you also respect the other tenants in or near your housing unit, by keeping the noise to a minimum.

While the City of Winnipeg has by-laws for all residents about keeping excessive noise to a minimum after 10:00pm, we ask that tenants be aware of excessive noise at any time. This includes loud music or television, loud gatherings, noisy children, etc. Please do your best to keep the noise coming from inside or outside your unit to a level that is acceptable for all.

DERELICT AND UNINSURED VEHICLES

You are not permitted to store derelict or uninsured vehicles on the property. When we receive a complaint or notice of such a vehicle, you will be given a warning to have the vehicle removed.

FIRE PITS

Kinew does not permit open fire pits of any type. This does not include propane or charcoal briquette barbeques.

INSPECTIONS

Inspections are done by Kinew staff, either as scheduled inspections or as a result of a complaint from a neighbour, Health Department or social worker, etc. You will receive a letter indicating the date that the inspection will be done. Information and instructions will be contained in the letter.

When inspections are done they will note any broken or damaged items such as screens, windows, doors, light shades, etc. They will also note housekeeping and yard maintenance during the inspection. If you have items you would like to have looked at during the inspection, write it down and give it to whoever is doing the inspection.

COMPLAINTS

It is our goal at Kinew to create a peaceful and enjoyable living environment for all tenants and surrounding neighbours. Therefore, it is important that you do your best to be a good neighbour, and respect those living around you.

If you find that your neighbours are excessively loud, parking in your spot, or being disruptive in any way, please inform Kinew of your complaint in writing and we will do our best to rectify the situation. If someone makes a complaint against you, we will notify you of this. If you continue to cause complaints, please note we will take appropriate action based on the complaint.

RESPONSIBILITIES OF LANDLORD AND TENANT

Both Kinew and the Tenant have a number of responsibilities during tenancy.

Kinew's responsibilities:

- Allow a tenant or member of a tenant's household to enjoy the use of the rental unit for all usual living purposes.
- Do maintenance and repairs, and keep the unit in good living condition.
- Provide a written receipt for rent paid, showing the amount of rent received, the date received, and address of the rental unit.
- Investigate complaints of disturbance or risk to safety as soon as possible and try to resolve the problem.

Tenant's responsibilities:

- Pay the rent on time, on or before the first day of each month.
- Keep the rental unit clean on the inside and outside – this includes appliances, and keeping the yard clean by cutting grass, shovelling snow from sidewalks, keeping clutter to a minimum, putting garbage in the proper place, etc.
- Notify Kinew of necessary repairs as soon as possible.
- Request approval from Kinew for any redecoration (painting, fixtures, carpets, etc.) of the rental unit.
- Take reasonable care not to damage the rental unit. If damage does occur, to repair the damaged property within a reasonable period of time.
- To not disturb or endanger the safety of others in the building or neighbouring property.
- Make sure that people allowed into their unit or building do not cause damage, disturb or endanger the safety of others. Please note, you are personally responsible for the actions and damages of your guests, family and invitees.
- Understand and follow Kinew's rules and regulations included in your Tenancy Agreement.
- Respect Kinew's "no pet" policy – no exceptions.
- Ensure that only people on the lease reside in the rental unit.
- Be responsible for utilities, telephone/television services, and renter's insurance.

NOTICE BY LANDLORD

Kinew, as landlord, has the right to provide a 'Notice of Termination' for the tenant to move out with sufficient reason. Reasons can include things such as:

- Non-payment or continual late payment of rent.
- Damaging the rental property.
- Any criminal activities such as selling of drugs, prostitution, or using the rental unit for purposes other than living in it.
- Keeping an animal in the unit.
- Congestion of hallways and common areas.
- Unreasonable noise.
- Failure to cut lawn and maintain grounds.
- Remodelling of unit without permission.
- Failure to correct something already brought to your attention by the landlord.
- Failure to follow rules and regulations.

A Notice of Termination will include the date the notice was given, the reason for the notice, and the date the tenant is to move out.

- Non-payment of rent – If a tenant does not pay rent on time, and has not previously contacted Kinew with a Mediated Agreement through the Residential Tenancies Branch, the tenant may be asked to move out immediately.
- Breach of Lease – A warning will be given for the tenant to correct the problem within a reasonable time. If the problem is not corrected, the tenant may be asked to move with one month's notice.
- Extreme disturbance or damage – In the case where a tenant causes extreme disturbance to other tenants, or extreme damage to their unit or other units, the tenant may be given notice to move out within five days.

If you have received a Notice of Termination, you will be required to take the following action:

- Non-payment of rent – Pay the rent owed in full. Payment of arrears cancels the notice. If you are unable to pay your arrears, you may use the mediation service available through the Residential Tenancies Branch. If you meet the conditions as set out in the mediated agreement, your tenancy will continue. However, if you fail to meet the conditions the next action is an Application for Order of Possession. This is further explained in the next section.
- Breach of Lease – Correct the problem immediately and notify the office to confirm the problem has been corrected and arrange for inspection.
- Extreme disturbance or damage – You may contact the Residential Tenancies Branch to determine if you have any recourse for action. Otherwise, you will be required to move out within the time allotted.

APPLICATION FOR ORDER OF POSSESSION

If you have been served a Notice of Termination for non-payment of rent, have not paid the rent arrears in full, and have not moved out by the date on the notice, Kinew may make an Application for Order of Possession.

This process provides one final opportunity for mediation service by the Residential Tenancies Branch between the Tenant and Kinew. In order for mediation to occur, you must call the mediator named on the Application for Order of Possession. If a mediated agreement is reached and abided by, Kinew will not be given the Order of Possession. However if the mediated agreement isn't abided by, the Residential Tenancies Branch will give Kinew the Order of Possession. Once an Order of Possession has been served, there is no appeal process.

If a mediated agreement cannot be reached, a hearing will take place on the date indicated on the Application for Order of Possession. At this hearing, both parties are given the opportunity to present their evidence regarding the claim, and will be asked questions by a hearing officer. The hearing officer will then send a written decision to both parties after the hearing. More information about an Application for Order of Possession and mediation is available through the Residential Tenancies Branch.

Once Kinew makes an Application for Order of Possession, and you decide on mediation instead, you will be responsible to reimburse Kinew for the filing fee of $60.

NOTICE BY TENANT

If the Tenant wants to move out before the end of their lease, notice must be given in writing to Kinew, with one full month's notice. For example, if you want to move out on June 30, written notice must be given no later than May 31.

Your written notice must include the date the notice is given, your name and address, the date you will be moving by, and your signature. Please also include the reason you are moving, as this may provide us with important information that will allow us to help you, or the next tenant. Please include your forwarding address as well. Please note that Kinew does not accept verbal notices to vacate.

RESOLVING TENANT-LANDLORD CONFLICTS

If there is a dispute between the Tenant and landlord at any time, which cannot be worked out , either party may choose mediation.

In mediation, an impartial person called a mediation officer tries to help the landlord and Tenant reach an agreement. Mediation allows for this objective third-party person to listen openly to both sides, and help the two parties reach a solution that is suitable for both parties.

A mediation officer does not take sides or pass judgment. Usually a mediation officer speaks to both the landlord and Tenant on the telephone, in separate conversations. Sometimes mediation takes place at a face-to-face meeting. It is up to the mediation officer to decide which method to use.

Successful mediation takes willingness from both parties to want to reach a solution. Successful mediation also requires good faith that both parties will honour the mediator's decision and the agreed-upon solution. If the landlord and Tenant reach an agreement, the mediation officer will put the agreement in writing and give a copy to the landlord and Tenant. If either party does not follow the terms of the agreement, the Residential Tenancies Branch will issue an order to enforce the agreement – an order that cannot be appealed.

In the case where a landlord and Tenant cannot reach an agreement, even with the help of a mediation officer, a hearing will be held.

There is no charge for mediation provided that it is done before an Application for Order of Possession is made. If the application has been made the Tenant is responsible for the filing fee, which is currently $60. If mediation fails, the Tenant will be responsible for filing fees.

Kinew uses the mediation process quite successfully. It helps to relieve the stress that may be caused when a Notice of Termination has been served. More information about mediation and solving tenant-landlord conflicts is available through the Residential Tenancies Branch.

SECTION 2: ABOUT LIVING IN YOUR HOME

CARING FOR YOUR HOME

Here are some quick tips to help keep your house clean:

- Cover your entrance with a mat, so people can wipe their feet before they walk into the house.
- Use baking soda to remove burned-on foods, by making a paste and soaking overnight.
- Clean from top to bottom, and avoid having dust and dirt falling down onto areas you've already cleaned.
- Spend some money on a good vacuum cleaner, and vacuum carpets, floors and furniture on a weekly basis.
- Avoid ironing by hanging clothes up immediately after taking them out of the dryer.
- Wipe your kitchen sink after every use, and clean daily with dishwashing liquid and a sponge or dishcloth. Use vinegar to remove built up water spots.
- Wipe your stovetop immediately after using, to avoid spills from hardening and becoming more difficult to clean.
- Keep the inside of your refrigerator and freezer clean by wiping up spills right away, and regularly removing all the contents and wiping shelves, walls, and inside trays. A good cleaning solution consists of a few tablespoons of baking soda in a jug of warm water.
- It is important to keep countertops clean to avoid spreading germs to food products. Wipe your counters often, using baking soda and water, or other kitchen cleaning supplies.
- Keep your cloth shower curtain clean by removing it and washing it in the washing machine on a regular basis. If it is plastic, wipe it down with a disinfectant bathroom cleaner.
- Avoid using the basement for storage. Many of the houses are old and have experienced water leakage in the spring or during heavy rainfalls. Items stored in basements may be ruined or damaged.
- Avoid piling clothes on the basement floor as it causes mildew and mold.
- Make sure that you do not sweep dirt or debris into your registers.
- Remove garbage from inside your house daily, and dispose of it in your outdoor garbage container.

TOOLS TO HAVE

It's a good idea to have a tool kit in your home, with some basic tools for doing small repairs and maintenance jobs. Find tools you like, and purchase them one-by-one as you need them. Buy a toolbox to keep all your tools in, and eventually, you will have a useful tool kit.

Some tools you might like to have include:

- Adjustable wrench
- Utility knife
- Hammer and nails
- Various screwdrivers and screws
- Pliers
- Drill and drill bits
- Socket set
- Staple gun
- Caulking gun
- Saw
- Sandpaper
- Measuring tape
- Flashlight

Always keep tools stored in a safe place, away from children. Do not let children use tools unsupervised. Keep the toolbox locked, so tools cannot be taken out without adult permission and supervision.

LOCKS AND KEYS

You will be provided with keys to your new home when you move in. If you need additional keys, you can get keys cut at any key-cutting shop. If you would like additional keys from Kinew, the cost is $5 per key and $30 per mailbox key, payable in advance.

Only give out keys to members of your household, and be careful not to lose your keys. Kinew does not have a lock-out service, so if you lose your keys, you must obtain new ones.

If you are locked out after hours it is your responsibility to pay for any locksmith services incurred. During office hours, a spare key is available at the Kinew office. Please call to make arrangements.

If for any reason locks need to be changed, contact Kinew to make arrangements. The cost is $35 per lock, payable in advance. The original lock and keys must be returned to Kinew. Tenants are not allowed to change locks on their own.

FANS AND DUCTS

Bathroom fans are an important part of your home's ventilation system. They remove odours from your house, which improve indoor air quality. They also remove moisture, which can increase the level of humidity in your house. High humidity can damage building materials and cause mold growth, which can harm your family's health.

Use your bathroom fan for at least one hour every time someone takes a bath or shower. Fans also attract dirt, and should be cleaned regularly. A typical fan can be cleaned by pulling down the grill and brushing and washing the grill. Do not remove or unplug the fan.

Kinew does not clean furnace ducts. You can vacuum heat vents and cold air returns by removing the vent cover and vacuuming as far as you can reach. Duct-cleaning companies will tell you that you should have them cleaned in order to improve air quality, reduce allergens, get rid of house dust, and reduce energy. But while duct cleaning will clean some dust and debris from the ducts, it will not usually change the quality of the air you breathe, nor will it significantly affect airflow or heating costs. Changing furnace filters will help to reduce your heating costs and reduce the dust in your home.

MOLD IN HOUSING

Excessive humidity or moisture in your house can cause mold growth in your home. Activities like bathing, showering, cooking, drying clothes indoors, and dishwashing, generate moisture on a daily basis.

The basement is the most likely place to find moisture and mold problems. If you are not sure whether the suspected spot is mold, dab it with a drop of household bleach. If it loses colour or disappears, it is likely to be mold. If there is no change, it is probably not mold.

Bathrooms are another likely location for mold, usually along the tub and tub surround, and on ceilings. This can be easily cleaned with a bathroom disinfectant cleaner such as Tilex. Regular use of the bathroom fan, together with regular cleaning, will reduce these kinds of mold build-ups.

Along windows is another location for mold, usually in the winter. To help avoid this, open curtains during the day and close them at night. Use your exhaust fan if your house has one, especially after showers or baths.

If you suspect that you have mold, call the office for further information.

EXTERMINATION

If you have a problem with 'critters' in your house – mice, squirrels, pigeons, wasps, etc.– you may have a situation that requires extermination. It's important to report any kind of situation like this to Kinew immediately.

Sometimes the problem can be fixed by cleaning up food or spills, cutting long grass in the yard, or removing garbage and furniture items leaning up and around the foundation of the house. Once it is determined that the problem cannot be fixed by the Tenant, Kinew may call in an exterminator.

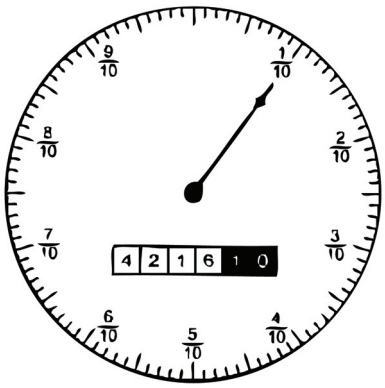
UTILITY INFORMATION AND READING METERS

Utilities are provided for all residents of the City of Winnipeg, in order for your home to function on a day-to-day basis. These include hydro electricity that provides you with power to turn on lights, work your appliances, and anything that needs to be plugged in. Hydro electricity can also provide you with heat, if your home is equipped with electric heating. Homes without electric heating contain a furnace, which gets power from a supply of natural gas. Both electricity and natural gas are provided by Manitoba Hydro.

Your home also has a plumbing system that allows fresh water to flow into your home. The water in your home is safe for drinking right out of the tap, although some people prefer to filter their tap water, or drink bottled water. The water in your home is also used for cleaning, flowing through appliances that require water like washing machines and dishwashers, and allowing your toilets to flush away human waste. The water that comes into your home is provided by the City of Winnipeg.

Each of these utilities is monitored on a monthly basis by the service provider (Manitoba Hydro or the City of Winnipeg). Each utility is monitored using a meter located somewhere inside or outside your home, that allows for monthly "meter readings" to take place. Payments for utilities are based on monthly consumption for the household. This means that how much you pay each month depends on how much power, water and heat you and your family use in that month.

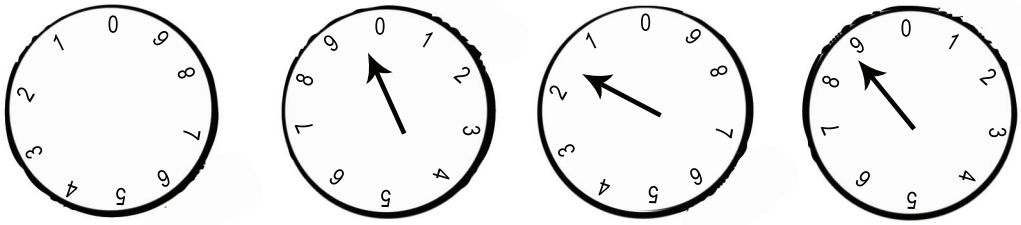
WATER METER



The water meter is located inside the house, often near the front of the house. This meter is usually read by the water company once a year, and normally occurs during the summer. Throughout the rest of the year, they mail a card for you to fill out and call the reading in every three months. It is important that you read your water meter each time you receive the card and call your reading in, in order to avoid estimated bills. Estimated bills are often higher than actual readings, so you may end up paying more than you have to during the year.

Also, it is important to read your water meter because drastic changes in the amount of water consumed may indicate a leak in your home – leaky faucets, toilets, pipes, etc. If you do not notice a leak and do not get it repaired, the end result will be a larger than normal water bill that is your responsibility to pay. If you notice a water leak, please notify the Kinew office as soon as possible.

GAS AND HYDRO METER



Reading:
4 Counterclockwise

Reading:
9 Clockwise

Reading:
1 Counterclockwise

Reading:
8 Clockwise

GAS METER

The gas meter may be located inside your house, but most are on the outside. The gas meter is read by Manitoba Hydro employees every second month, and estimated by Manitoba Hydro in between reading months.

Manitoba Hydro employees will come to your door and request to read your meter. If you are not at home, they will leave a card in your mailbox with instructions on how to read the meter yourself. Please take your own reading and call it in promptly to avoid estimated bills.

HYDRO METER

The hydro meter is almost always located on the outside of the house and is read by Manitoba Hydro every second month, while every other month is estimated. You are usually not required to read the hydro meter, except at the time you are moving in or out.

If you have any questions regarding your utilities, or reading the utility meters, call the Kinew office and someone will be able to help you.

As a final safety note, please be aware that all City of Winnipeg or Manitoba Hydro employees who come to your home to read meters always wear visible identification indicating they are an employee of the City of Winnipeg or Manitoba Hydro. If someone comes to your door to read a meter, always ask to see their identification. If they cannot show you proper identification, do not let them in. It is important that children also be made aware of this safety precaution.

HOW TO SAVE ON UTILITY BILLS

The utility bills for your unit are your sole responsibility during your tenancy. How much you pay for utilities depends on how much you are consuming. There are many ways to reduce consumption, including the following:

- Keep your thermostat low (20-23 degrees Celcius) so your home is comfortable and warm, but not too warm.
- Turn the heat down (not off) during the day (18-20 degrees Celcius) if you are away from home, and at night when going to bed.
- Change your furnace filter at least once every month during the winter, because your furnace consumes more energy if the filter is dirty and full of dust. The arrows on your filter should always face the furnace.
- During winter months, leave your drapes open during sunny days to let in natural light and heat, and close the drapes at night to help protect against heat loss.
- Turn off lights that are not in use, and when leaving a room.
- Use lower watt light bulbs wherever possible, or use compact fluorescent light bulbs. A 15-watt compact fluorescent light bulb produces the same light as a typical 60-watt bulb and saves 45 watts for every hour you leave the light on.
- Do not allow children to play with small electrical appliances, and do not leave them running when not in use.
- Use cold water to wash and rinse your laundry. Only wash full loads of laundry, but be careful not to overload the machines.
- Clean lint from your lint catcher in your dryer after every use. Check the outside vent and clean occasionally. Clean appliances use less hydro power.
- Call the office for repairs of leaking taps or pipes, or running toilets as soon as you notice them.
- Never use the oven for heating the house, or for anything but cooking. Leaving your doors open consumes excess power and creates danger for children. Turn it off as soon as you are finished cooking.

TV SERVICES AND SATELLITE DISHES

Television services are available to Winnipeg residents though Manitoba Telecom Services (MTS) and Shaw Cable. Normally, a hook-up fee is charged at the time service begins, and billing occurs on a monthly basis. Contact either company to inquire about the best television service for you.

If you choose to have a satellite dish instead of television cable services, you must submit your request in writing to install a satellite dish, so Kinew can approve your request before installation takes place. It is a requirement that the dish be professionally installed, and that there be no rooftop installations. All installation costs will be the responsibility of the Tenant.

Upon vacating the unit, the surface upon which you've installed the satellite dish must be restored and repaired to the original condition. Any costs incurred to restore or repair the surface will also be your responsibility.

MAINTENANCE AND REPAIRS

The Tenant and landlord share the responsibility of keeping the rental unit comfortable and safe. As Tenant, it is always best to inform the landlord about problems when they occur. The Tenant is responsible for cleaning and repairing damages beyond normal "wear and tear." This includes damages caused by a guest.

The general rule is that Kinew is responsible for repairing worn out items, while the Tenant is responsible for repairs of items that are broken or plugged. If it is determined that repairs are your responsibility, Kinew will invoice you for those repairs. If you consider that an invoice may not be your responsibility, please call the Kinew office with your explanation as soon as you receive the invoice.

It is the Tenant's responsibility to look after the yard as well. This includes cutting grass in the yard and on the boulevard, and picking up garbage. In winter, you are responsible for shovelling snow from the sidewalks. You are also responsible for any fees charged by the City of Winnipeg in regards to weeds, grass cuttings of yards or boulevards, and any garbage pick-up fees. We suggest that you use an electric lawnmower, as they are usually cheaper and easier to store. Never store gasoline for your gas mower inside your house.

When you call in to place a request for repairs, you will be asked to give a description of what needs repairing and why it needs repairing. This helps us determine who should be sent to do the repairs. It is important that you give permission to enter the house to have the work done when you first call the office with your request. If you have an alarm system, you must let the office know and provide the code, if you are not going to be available.

When it is determined that repairs need to be done in your home, a work order will be made and given to the maintenance supervisor. Each work order is prioritized, and the maintenance supervisor determines when the work gets done. If a maintenance person goes to your home to do the repair, and no one is home, they will leave a note for you to phone and make alternate arrangements. If you don't phone, the work order will be cancelled, and you will have to put in a new request for the repair.

When a maintenance person is at your home, if you have additional work that needs to be done, please do not ask the maintenance person to do it. If the work is not on the current work order, the maintenance person is not authorized to do the work. You will have to submit another request to the Kinew office for new work.

In the case of a repair company or contractor, if you have made arrangements with a company or contractor to come and do repairs and no one is home when they arrive, they will charge for the service call, even if the work was not completed. The Tenant will be responsible for the service call.

FORMAL REQUEST FOR REPAIRS

There may be times when you feel that your request for work should be in writing. There are Formal Request for Repairs forms available at the office. A sample of this form is located at the back of this book.

Please fill out the Formal Request for Repairs form and mail it to us or bring it to the Kinew office. Once we have received your form, a work order will be made out and given to the Maintenance Supervisor who will respond to your request as soon as they are able.

EMERGENCY REPAIRS

Kinew is unable to provide 24-hour emergency repair services. However, if you call the office after 4:30pm during the week or on weekends, you will receive instructions for what to do in an emergency situation. Examples of emergency situations include: lack of heat, burst pipes, sewer back-up, lack of power, and malfunctioning smoke detectors.

If the problem is with your furnace or heat, call Manitoba Hydro (phone numbers are located at the back of this handbook). If they are unable to repair the problem, call Kinew's after hours phone number (956-2206) and leave a message.

For problems with plumbing or electrical after hours, please call Kinew (956-2206) and leave a message. Someone will return your call.

Please note that Kinew is unable to provide repairs to doors, windows or appliances after hours – even in the case of a break-in. If you call a contractor or company to do the work for you, it is your responsibility to pay for the work being done.

TROUBLESHOOTING

When calling in for maintenance work, you will often be directed to this handbook, so be sure to check your handbook first before calling in. Here are some common problems and things you can check on your own before calling to request repairs.

Washing machine – doesn't fill, doesn't spin, doesn't drain, etc.

- Make sure the water is turned on.
- Make sure the machine is plugged in.
- Make sure the electrical breaker is on.
- Make sure the machine is not overloaded, or the load is off-balance.
- If water is leaking, make sure the hoses are tight.

Dryer – doesn't heat, doesn't turn, vent not connected, too noisy, takes too long to dry, etc.

- Make sure the dryer is plugged in.
- Make sure the breaker is on.
- Make sure the lint catcher is clean.
- Make sure the outside vent isn't blocked by snow or anything else.

Fridge – doesn't cool, doesn't freeze, freezes food inside fridge compartment, etc.

- Make sure the fridge is plugged in.
- Make sure the breaker is on.
- Make sure the dials on the inside are at proper settings.

Stove – element doesn't work, oven doesn't work, etc.

- Make sure the fuses are working – keep additional fuses on hand for quick replacement.
- Make sure the breaker is on.
- Make sure the timer has not been set – should be on manual.

Plumbing – toilet plugged, leaking occurs, etc.

- Make sure taps are turned off.
- If a toilet is plugged, try using a plunger first.
- Never leave anything leaking – if you have a leak, call Kinew immediately.

Electrical – lights won't work, appliances won't work, etc.

- Make sure breaker is turned on – reset breaker by turning it all the way off then back on, twice.
- Make sure switch is turned on.
- Make sure appliance is plugged in.
- Make sure light bulbs are not burned out.
- Never do your own repairs to anything electrical – put in request to Kinew.

Furnace – is not working, poor heat, etc.

- Make sure switch (usually located near the stairs) is turned on.
- Make sure vents are not blocked or restricted.
- Make sure pilot light is on.
- Make sure the filter is clean.
- Call Manitoba Hydro before calling the office.

Hot water tank – hot water is not working, not enough hot water tank is leaking, etc.

- Make sure pilot light is on – if not on, call Manitoba Hydro to re-light.
- Make sure temperature settings are adequate.
- If tank is leaking water, shut off the water tap above the tank and call Kinew immediately.

Plugged Sewer – water backing up into basement.

- Stop the washing machine or any appliances that are running.
- Avoid flushing the toilet.
- Call Kinew as soon as possible.

SECTION 3: EMERGENCY INFORMATION

HEALTH AND SAFETY

Should you encounter a problem that you feel is related to health and safety, please report it to the office as soon as possible. This includes things like broken steps, loose handrails, etc. Here are some important tips for keeping your home safe:

- Do not store gas, gas lawnmowers, or propane tanks for gas barbeques in the house.
- Do not attempt any electrical work in the house.
- Do not use the basement as a bedroom.
- Test your smoke detector at least once a month.
- Never leave your stove unattended while cooking.
- Keep area around the furnace and hot water tank clear.
- Keep curtains and beds away from electric baseboard heaters.
- Always replace fuses with those of proper size and type.
- Change furnace filters regularly (once per month during winter).
- Clean dryer lint filter after every load.

In its natural state, natural gas has no smell. However, Manitoba Hydro adds an odorant called "Mercaptan" to its natural gas to make it easy to smell if it leaks. If your gas is leaking, it will smell like "rotten eggs." If you suspect your natural gas is leaking, do not use light switches, matches, lighters, flashlights or telephone. Leave the premises immediately. Call Manitoba Hydro's 24-hour gas leak emergency line at 480-5555. Instruct your children to "smell, leave and tell" – teach them if they smell natural gas, they need to leave the house immediately, run to a neighbour's house, and ask an adult to call for help.

CARBON MONOXIDE SAFETY

Each home should purchase a carbon monoxide detector. If carbon monoxide is inhaled, it depletes the amount of oxygen in your red blood cells. Symptoms include:

Low Exposure: Slight headache and/or shortage of breath during physical activity.
Higher Exposure: Severe headache, dizziness, nausea, vomiting, mental confusion, weakness, vision and hearing impairment, collapse or fainting during physical exertion, loss of muscle control and drowsiness.
Extreme Exposure: Unconsciousness, brain damage, death.

Other indicators of carbon monoxide poisoning include:

- A sharp penetrating odour when the furnace or other fuel burning equipment turns on.
- Stale or stuffy air.
- Your natural gas light keeps going on and/or your carbon monoxide alarm activates.
- Excessive moisture forms on windows and walls.

Be alert that symptoms are similar to the common flu, and as a result may go unnoticed. If you have any of the above symptoms and suspect carbon monoxide poisoning, please do the following:

1. Leave the home immediately and call 911 or your local fire department.
2. If your detector activates, open all doors and windows immediately to ventilate and contact Manitoba Hydro to come and check your fuel-burning equipment (even if you have no symptoms). The Manitoba Hydro Natural Gas 24-hour emergency line is 480-5555.

SMOKE ALARMS AND FIRE SAFETY

This section contains important information about smoke alarms – information that could save your life in the event of a fire. Please read it carefully. This information will help make sure you and your family are protected in case of a fire, and inform you of your rights and obligations.

Hundreds of people die every year from house fires. Over two-thirds of all fires occur in the home. Carelessness and untidiness are the most frequent causes of home fires – cigarette smoking, playing with matches or lighters, electrical wiring, appliances, and flammable materials start fires that can be prevented.

If you live in a rental property in Winnipeg, the Residential Tenancies Branch requires that your property must be equipped with a functioning smoke alarm. Never disable a smoke alarm by disconnecting it or covering it. It is important to test your smoke alarm on a regular basis, to make sure it works. It is also important to have a fire extinguisher in your home.

Your landlord has several obligations with respect to smoke alarms. Your landlord must:

- Install a smoke alarm in your rental unit. This alarm must be either a hard-wired 120-volt AC powered smoke alarm, or a ten-year lithium-powered smoke alarm acceptable to fire department standards.
- Test and clean your smoke alarm at least once a year to make sure it's working properly.
- Re-test the smoke alarm whenever a new tenant moves in.
- Show the tenant how to use and test the smoke alarm.
- Provide phone numbers for you to call if your smoke alarm isn't working properly.
- Replace a smoke alarm that isn't working properly within 24-hours of finding out about it.
- Report to the City of Winnipeg Fire Prevention Branch if a smoke alarm or other fire safety equipment is tampered with.

As the Tenant, you also have obligations with respect to smoke alarms. The Tenant must:

- Never tamper with a smoke alarm. It's against the law and you can be charged under the Fire Prevention bylaw, fined up to $1,000 and/or sent to jail for up to six months. Your landlord can give you as little as five days notice to move if you are caught tampering with a smoke alarm.
- Tell your landlord immediately if your smoke alarm isn't working. Write down the date and time that you reported it to your landlord.
- Call the Winnipeg Fire Prevention Branch at 986-6358 if your landlord doesn't repair or replace your smoke alarm within 24-hours of reporting it.

At the time you move in, you will be shown how to test your smoke alarm. If you have questions at any time about how to test the smoke alarm in your rental unit, please call Kinew.

When you press and hold the test button, the smoke alarm should start and the alarm should sound. The light on the alarm only means there is power to the alarm – you must press and hold the test button in order to test. Be sure to test your smoke alarm every month and write down the date you last tested it.

Ask your landlord to show you how to use the pause, hush or silence button on your alarm, if it has one. This button allows you to turn off the alarm for a while if you burn toast or your oven is smoking. The alarm beeps while it is paused and resets after ten minutes.

Keep your family safe by making your home a no-smoking zone. Never leave matches or lighters where children can find them. Check that appliances are turned off before leaving your home. If you light candles in your home, never place them near anything flammable, and never leave them unattended for any amount of time.

Keep stoves clean from grease. If you do encounter a cooking fire, turn off the stove or appliance, and cover the pan or close the oven. You can pour baking soda on a fire, but never use water to put out a grease fire – water will spread the flame!

Do not store gas, gas lawnmowers, or propane tanks for gas barbeques in the house. Do not attempt any electrical work in the house.

Be sure to have a fire escape plan for your family in case of a fire. Make sure your family knows the plan, and that you practice 'escaping' from your home on a regular basis. If you'd like to know more about home escape plans, or have any other questions about fire prevention, call the Fire Prevention Branch.

Smoke Alarm

Regulations for Rental Properties in Winnipeg

If you live in a rental property in Winnipeg, please read this brochure carefully. It contains important information about smoke alarms in rental homes and apartments — information that could save your life. It will help you make sure you and your family are protected if there's a fire; know your rights and obligations.

YOUR LANDLORD'S OBLIGATIONS

Your landlord must:

- Install a smoke alarm in your rental unit. This smoke alarm must be:
  - a hard-wired, 120-volt AC powered smoke alarm; or
  - a 10-year lithium-powered smoke alarm.
- Make sure the smoke alarm is always working.
- Test and clean your smoke alarm at least once a year to make sure it's working properly.
- Re-test the smoke alarm whenever a new tenant moves in.
- Show you how to use and test the smoke alarm.
- Provide phone numbers for you to call if your smoke alarm isn't working properly.
- Replace a smoke alarm that isn't working properly within 24-hours of finding out about it.
- Report to the City of Winnipeg Fire Prevention Branch if a smoke alarm or any other fire safety equipment is tampered with.

YOUR OBLIGATIONS AS A TENANT

You must:

- Never tamper with a smoke alarm. It's against the law and you can be charged under the Fire Prevention bylaw. You could be fined up to $1,000 and/or sent to jail for up to 6 months. Also, your landlord can give you as little as five days notice to move if you are caught tampering with a smoke alarm.
- Tell your landlord or caretaker immediately if your smoke alarm isn't working. Be sure to write down the date and time that you reported it.
- Call the Winnipeg Fire Prevention Branch at 986-6358 if your landlord doesn't repair or replace your smoke alarm within 24-hours.

You should also:

- Ask your caretaker to show you how to test the smoke alarm in your rental unit. Test your smoke alarm every month and write down the date that you did the test. When you press and hold the test button, the smoke alarm should start and the alarm should sound. Be sure to test hard-wired alarms, too. The light on the alarm only means there is power to the alarm.
- Ask your caretaker to show you how to use the pause, hush or silence button on your alarm, if it has one. This button allows you to turn off the alarm for awhile if you burn toast or your oven is smoking. The alarm will beep while it is paused and will reset after 10 minutes.
- Make sure the caretaker gives you phone numbers to call if your smoke alarm isn't working properly.
- Plan your home escape in case of fire. Make sure your family knows the plan and that you practise "escaping" from your home regularly. If you'd like to know more about home escape plans, call the Fire Prevention Branch at 986-6358.

IF YOU HAVE ANY QUESTIONS

- Call the City of Winnipeg Fire Prevention Branch at 986-6358 if you have any questions about smoke alarms or general fire safety.
- Call the Residential Tenancies Branch at 945-2476 if you have any questions about rental properties in Winnipeg.

Manitoba
Consumer and
Corporate Affairs
Residential
Tenancies Branch

SECURITY ALARMS

If you want to install a security alarm system in your home, it is your responsibility to cover all costs related to the security alarm. You must first contact the Kinew office prior to installation, and be able to provide the alarm company's name and contact person. A City of Winnipeg Police Department application must also be completed, and a certificate affixed in a visible place on your front window.

It is your responsibility to inform the office if you have installed an alarm system each time you call in with a request for repair. Please note that Kinew will not accept responsibility should the alarm system be accidentally set off during the course of regular maintenance and inspections.

Upon vacating the home, the Tenant will remove the alarm system and restore the unit to its original condition.

CRIME PREVENTION

It's a good idea to be alert wherever you are, and learn to recognize crime. When you see or hear something that might indicate a criminal act is being committed, contact the Winnipeg Police non-emergency number. If you see a crime in progress, do not try to apprehend the criminal yourself. Instead, call the Winnipeg Police non-emergency number and let them do their job. However, if you witness someone in immediate danger, call Emergency 911.

Break and enter is one of the most common crimes. The best way to protect your home is to install a security alarm. You can also keep your home as safe as possible by always locking doors and windows, and keeping an outside light on at night. When you go out, leave a light on inside your home. You can also leave a radio or television on to generate some noise inside, giving the impression someone is at home. If you are away from home for more than one day, have someone collect your mail from the mailbox. Mail piling up is an obvious sign that you are not at home.

Auto theft is also a very common crime. Protect your car by always keeping doors locked and windows rolled up, using a steering wheel club, and/or installing an auto security alarm. If you have to park on the street, try to park in a well-lit area under a streetlight. In winter, do not start your car and leave it unattended while letting it warm up. Many cars are stolen in winter when they are left running.

Keep items like lawnmowers and bicycles in secure areas, or safely locked up in your yard. Learn to keep an eye on your neighbours' property and vehicles as well as your own. Ask your neighbours to do the same for you.

Finally, and perhaps most importantly, never open the door to a stranger. As well, do not give personal information over the telephone, or reveal who is – or who is not – at home. It's very important to teach this to your children, and make sure they understand it is a serious matter.

SAFER COMMUNITIES AND NEIGHBOURHOODS ACT

The Safer Communities and Neighbourhoods Act works by holding property owners accountable for threatening or disturbing activities that regularly take place on their property related to:

- Unlawful drug dealing.
- Prostitution and related activities.
- Unlawful sale of liquor.
- Unlawful use or sale of intoxicating substances – non-potable and solvent based products.

The act refers to activities that are ongoing, not those happening occasionally. If you have a neighbour that is doing any of the above, please notify Kinew.

SECTION 4: OTHER INFORMATION

MOVING WITH SCHOOL-AGED CHILDREN

As a parent or guardian, one of the best things you can do for your children is help them do well in school and in life. Children who move often find it hard to do well in school. Frequent moving can hurt your children's education, self-esteem, and chances of success. They have a harder time making friends, participating in school activities, and may even want to drop out of school before graduating.

Children need to feel a sense of belonging, and moving schools can create great anxiety in your children. In addition, schoolwork can vary from school to school, so moving during the school year may put your child behind other students in their grade. Children with special needs are especially susceptible to the effects of moving.

Children do best when they can stay in the same school with the same teachers and friends. If you must move, consider making moves during the summer months so your children can stay in the same school for at least one full school year. Or, you might try to find a new home close to your child's school so they can stay in the same school.

When giving your notice to vacate, seriously consider the reasons that you are moving. Is there something that Kinew can do to change your mind? Call the Tenant Liaison and find out.

BEING A GOOD NEIGHBOUR

It's important for a healthy community spirit to get along with your neighbour – and your neighbour to get along with you. When you move into your new home, make a point of introducing yourself to your neighbours. Be friendly and talk to your neighbours when you see them outside or in the hallway.

You will also want to respect your neighbours' privacy and property. If you have children, teach them not to go into adjoining yards. Make sure guests do not park in neighbouring parking spots. Always respect those living around you by keeping your family's noise to a minimum.

Sometimes neighbours do not get along. If this is the case, and you have a dispute with your neighbour, try to resolve it by talking with your neighbour privately, without children involved – be positive, be respectful, speak calmly and clearly, and be specific about your concern. Ask your neighbour to be specific about their concern, let them speak without interruption, and be open to hearing their point of view. Avoid becoming emotional or yelling, using sarcasm, and name-calling. If you are angry, wait until the emotion goes away before discussing. Try to find a solution that you can both agree upon.

If you cannot resolve the problem on your own, call the Kinew office and discuss it with a staff person. We will do our best to help you find a solution.

ABOUT WINNIPEG

Whatever your reason for moving to Winnipeg – school, work or family – there are many resources and facilities in the city that can help you maintain a good quality of life.

Winnipeg has an extensive and reliable public transit system, with discounts for children, students and seniors. The bus system route uses names and numbers to show where the bus is going. This information is displayed on the front, side and back of the bus. This information is also posted on bus stop signs, so you know which buses stop there. There is also a very effective telebus system that you can phone to inquire about bus times at your stop.

There are many banks, credit unions and trust companies in Winnipeg, where you can open accounts to manage your money. There is a wide variety of shopping with competitive pricing – you might want to "shop around" before making a purchase. In addition, there are many second-hand stores that sell good used furniture, household items, and clothing.

Winnipeg also has a thriving entertainment and cultural community, with many choices for families and adults. You can see movies, theatre plays, and music concerts. You can visit art galleries and craft shops. There are festivals and special events that take place year-round, many of which have free entertainment for families.

If you have access to the Internet, the City of Winnipeg has a very useful website that can answer many questions about services and resources available to residents of Winnipeg. Whether you want to find the fastest transit route, recreational programs for your children, the closest library, or the name of your City Councilor, you can visit www.winnipeg.ca**.**

IMPORTANT RESOURCES

Ma Mawi Wi Chi Itata Centre Inc.	
94 McGregor Street	925-0300
318 Anderson Avenue	925-0349
743 Ellice Avenue	925-0348
Andrews Street Family Centre	589-1721
North End Women's Resource Centre	589-7347
Oyate Tipi Cumini Yape	589-2218
Rossbrook House	494-4090/949-4093
Aboriginal Centre	989-6383
Manitoba Métis Federation	589-4327
Salvation Army	946-9101
Christmas Cheer Board	669-5369
Winnipeg Harvest	982-3663
Winnipeg Crime Stoppers	786-8477

This is only a partial list of resources, there are many more available. If you need help finding the phone number of a specific resource, please call Kinew and we'll do our best to help you.

IMPORTANT PHONE NUMBERS

EMERGENCY 911	911
Kinew Housing main office for general inquiries and repair requests	956-5093
Kinew Housing applications and tenant liaison	944-8102
Kinew Housing after-hours emergency message line	956-2206
Manitoba Hydro – Electricity (www.hydro.mb.ca)	474-4990
Manitoba Hydro – Electricity Emergencies	927-9515
Manitoba Hydro – Natural Gas (www.hydro.mb.ca)	480-5900
Manitoba Hydro – Natural Gas Emergencies	480-5555
City of Winnipeg Waste and Water (www.winnipeg.ca)	986-5858
Water Meter Readings	986-3155
City of Winnipeg Health Department	986-2443
Residential Tenancies Branch	945-2476
Employment & Income Assistance (Social Services)	948-4000
Winnipeg Police Non-emergency	986-6222
Winnipeg Fire Prevention Branch	986-6358
Government of Canada – for Notice of Assessment	1-800-959-8281
Service Canada OAS & CPP Confirmation Letter	1-800-277-9914
Safer Communities and Neighbourhood	945-3475

Add your own phone numbers below:

REQUEST FOR REPAIRS FORM

REQUEST FOR REPAIRS

Tenant Information

Name:_____ Telephone Home: _____

Address:_____ Work: _____

Postal Code:_____ (use pass key if no one at home _____ yes _____no)

I need repairs in the rental unit rented from Kinew Housing. I believe these repairs are from ordinary wear and tear, not because of any damages caused by my household or guests. Please repair the damage properly so that it meets health, building and maintenance and occupancy standards. Please do the following repairs by _____(fill in date, allowing Kinew a reasonable length of time to do the work).

Have you previously requested these repairs by phone? If so, when:_____

_____

Description of Repairs
1.
2.
3.
4.
5.
6.

_____ _____
Signature of Tenant Date

Kinew Housing use only:

Formal request received by:

NOTICE TO VACATE RENTED PREMISES FORM

NOTICE TO VACATE RENTED PREMISES

_____200___ (date)

I/We, _____ (name) of

_____ (address) advise you that we hereby give

One month written notice that we will vacate the above premises.

We will be moving out on _____200_____ (date)

Reason for moving:

_____

_____

Forwarding Address_____

_____

Signed _____ (by tenant)

Witness _____ (adult witness)